



WISCONSIN DEPARTMENT OF CORRECTIONS

Governor Tony Evers / Secretary Kevin A. Carr

Chippewa Valley Correctional Treatment Facility

DATE: June 22, 2023

TO: CVCTF Persons in our Care (PIOC), Visitors, and Staff

FROM: C. Suter, Warden

SUBJECT: Video Visits and In-Person Scheduling

The Department of Corrections (DOC) strives to provide meaningful opportunities for family and friends to maintain contact with PIOC. ICSolutions will begin offering video visitation to PIOC at CVCTF, beginning with visits scheduled to take place on or after July 17, 2023. Zoom visits will be discontinued at that time.

General Guidelines and Scheduling

Visitors must have previously completed a Visitor Questionnaire (DOC-21AA) and be on the PIOC approved visiting list.

Visitors may begin scheduling both in-person and video visits through www.icsolutions.com as of July 3, 2023. To visit in-person or by phone, the visitor will need to establish an ICS account or update their current account with their unique Party ID. Persons in the care of CVCTF are responsible for providing their visitors the unique Party ID listed next to the visitor's name on the visiting list in order for an ICS account to be created for visits. Any issues with Party IDs shall be directed to DOCDAIElectronicVisitSupport@wisconsin.gov. CVCTF staff cannot assist with Party ID questions, scheduling of visits, or with technical issues or questions that may arise.

Visits shall be scheduled a minimum of two days in advance and may not be requested more than fourteen days in advance.

Up to six approved visitors will be allowed per visit. At least one visitor must be an adult.

Visitation times will not be extended due to tardiness by the visitor or the PIOC.

DAI Policy 309.06.01 – Visiting, shall be adhered to at all times. Violations may result in disciplinary action, which may include termination of the visit and suspension of visitation privileges.

PIOCs will not be excused from work, programming, or education for visitation.

In-Person Visiting

Each PIOC is eligible to have up to two in-person visits per day with a maximum of four in-person visits per week. The week is defined as Monday through Sunday.

In-person visits will be scheduled every 2 hours, but will only last 1 hour and 50 minutes in length. This is to allow proper cleaning and disinfecting between visits.

In-person visiting hours are as follows:

- Friday – 2:45pm – 9:00pm
- Saturday – 8:00am – 8:00pm
- Sunday – 8:00am – 6:00 pm
- Holidays – 9:00am – 3:00pm (unless the holiday lands on a Saturday or Sunday)

In-person visitors will be subject to entrance procedures prior to being allowed into the facility. Visitors may arrive up to 10 minutes prior to their scheduled visit in order to allow extra time for entrance screening.

Video Visits

For the first six months of implementation, each PIOC is eligible for one free video visit per week. Additional video visits are available for \$2.50 per visit with up to 12 paid visits per month for a combined total of 16 video visits per month. Video visits are limited to 1 per day and no more than 7 per week.

Video visits will be offered in 25-minute increments with 5 minutes between sessions during the following days and times:

- Monday – Friday
 - 8:00am – 9:00am
 - 11:50am - 12:15pm
 - 3:00pm – 5:00pm
 - 5:30pm – 9:00pm
- Saturday, Sunday, Holidays
 - 8:00am – 11:00am
 - 11:50am – 12:15pm
 - 1:00pm – 5:00pm
 - 5:30pm – 9:00pm

Only those scheduled to attend the visit are permitted to be on the video screen. No exceptions. Each visitor must have an ICS account and be listed on the visit reservation. All visitors age 16 years or older in attendance are required to hold an approved form of identification up to the screen for three full seconds and state their full name prior to the start of the video visit. In addition, all visitors shall comply with random identification checks conducted by staff. Failure to comply will result in termination of the visit and consideration for suspension of future visitation privileges.

Privileged calls are not authorized for video visitation.

Video visits will be terminated if there is suspicion of Illegal activities or for unacceptable behavior as outlined in DAI Policy - 309.06.01. This includes but is not limited to the following:

- Sexual acts or nudity
- Presence or use of drugs or alcohol during the visit
- Showing of objects identified as a threat (firearms, weapons, knives, etc.)

- Inappropriate language
- Inappropriate location of visitor (bar, night club, casino, etc.)
- Operating a motor vehicle during the scheduled visit
- Allowing other unauthorized individuals to join the visit